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CARE Initiative: Improving Patient Experience by Making Wishes Come True

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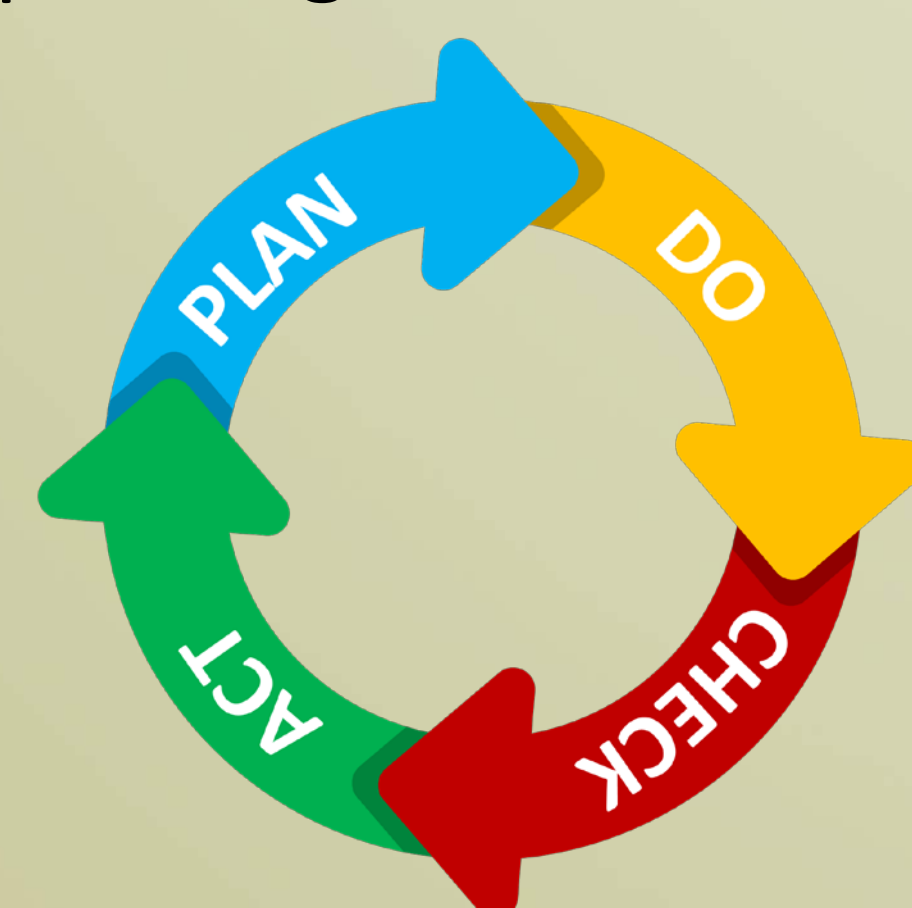


BACKGROUND

- Declining Press Ganey patient satisfaction scores on Medical-Surgical 5 (MS5), prompted the Unit Practice Council (UPC) to brainstorm on ways to improve the scores.
- The UPC decided one way to improve the scores is to focus on better communication among stakeholders such as patients, the family members of patients and nurses.
- Implementing a face-to-face first impression and a patient “wish list” on the whiteboards is the units’ goal to enhance compassionate care, improve communication, and provide exceptional service to our patients and their families.
- “Inpatient whiteboards help physicians and ancillary staff with communication, improve patients’ awareness of their care team, admission plans, and duration of admission, and significantly improve patient overall satisfaction” (Tan, Evan, Braddock III, Shieh, 2013).

PROJECT GOAL

- Use the Plan, Do, Check, Act model to guide the performance improvement project leading to an improvement of the Press Ganey patient satisfaction scores for:
- Instructions care at home
- Promptness in responding to the call button

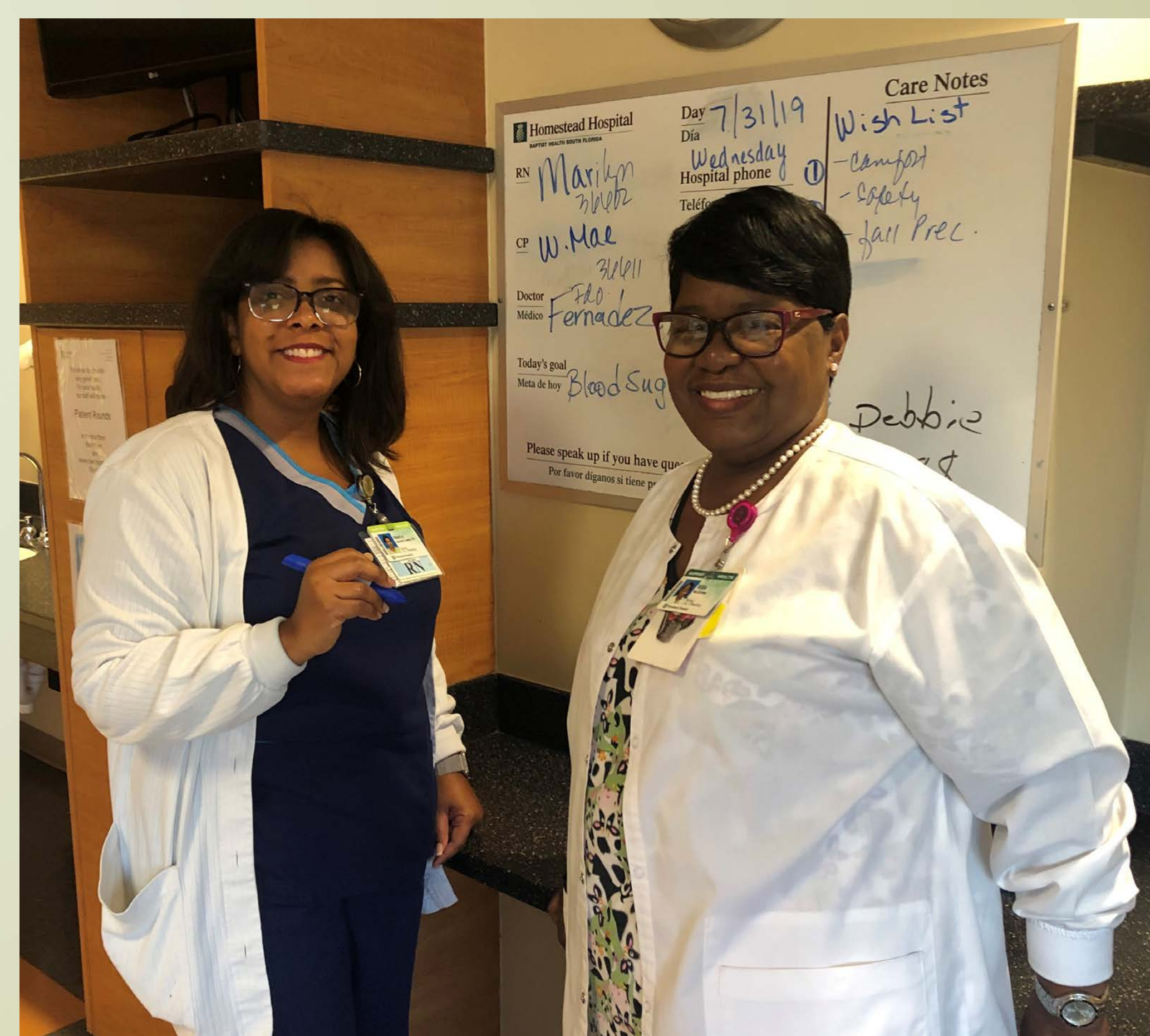


PLAN

- Beginning in September 2018, MS5 implemented a soft go-live of the Courtesy, Attitude, Respect, and Enthusiasm (CARE) initiative.
- The first step of CARE involves the nurse and the clinical partner introducing themselves to the patient and their loved ones, spending at least 5 minutes without any equipment in the room and creating a “face-to-face first impression.”
- The next step is completing a “wish list” on the white board, with all stakeholders participating in the discussion.
- The goal is the creation of three attainable wishes. For example pain control, promptness in responding to the call light or basic comfort measures.
- The “wish list” is revised daily by any person rounding on the patient or on the care team.

DO

- Staff members were educated during daily huddles and staff meetings.
- UPC members also educated staff members using the UPC communication tree.
- Education included a review of the project goals, how to complete and document the use of the online Service Recovery form and a review of the AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You) model.



CHECK

- A review of the Press-Ganey scores was conducted weekly to obtain up-to-date results targeting 2 questions:
 - Instructions care at home
 - Promptness in responding to the call button
- Improvements in the scores were observed following the soft go-live as shown in figure 1 and figure 2.

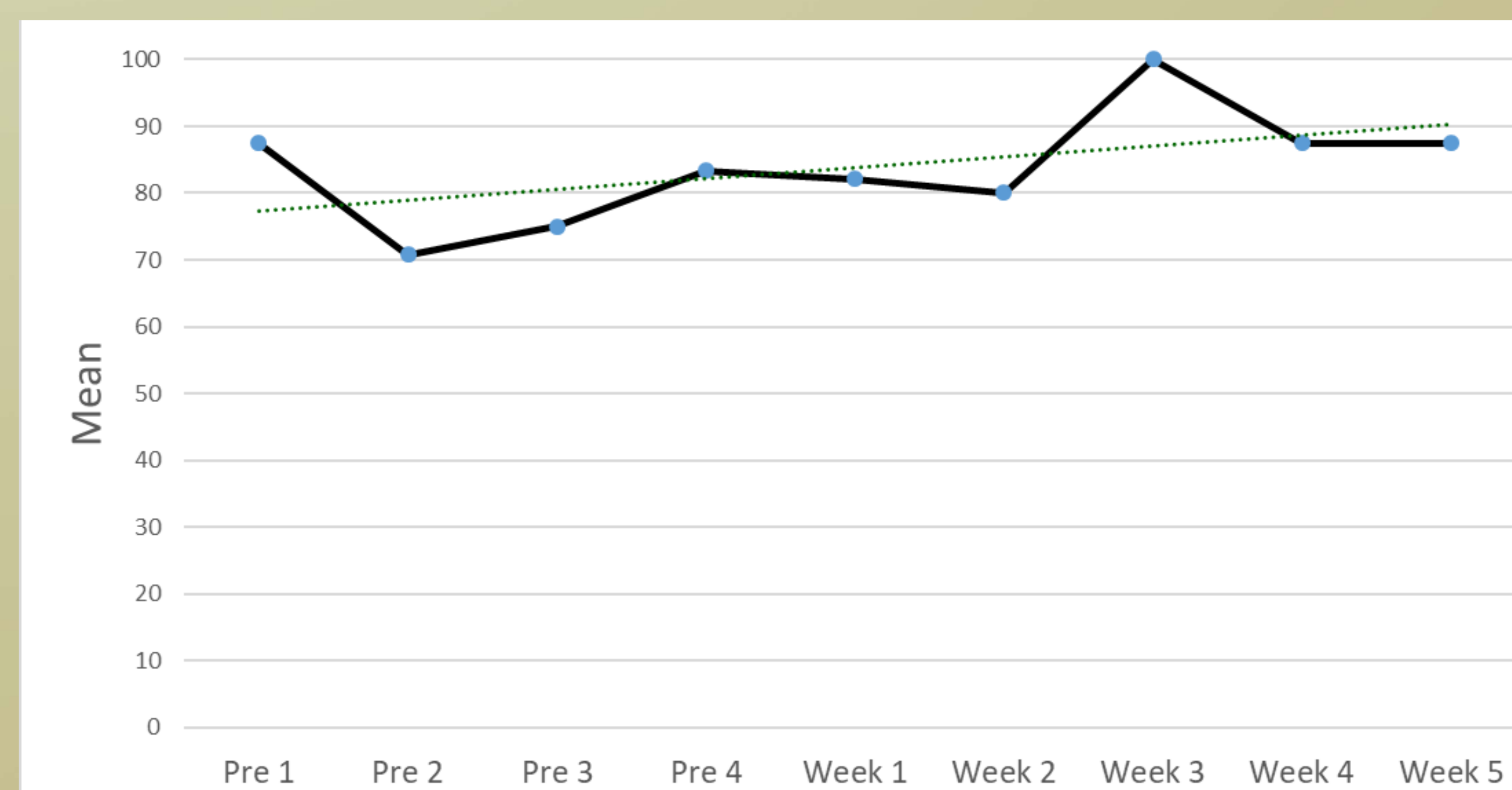


Figure 1: Instructions care at home

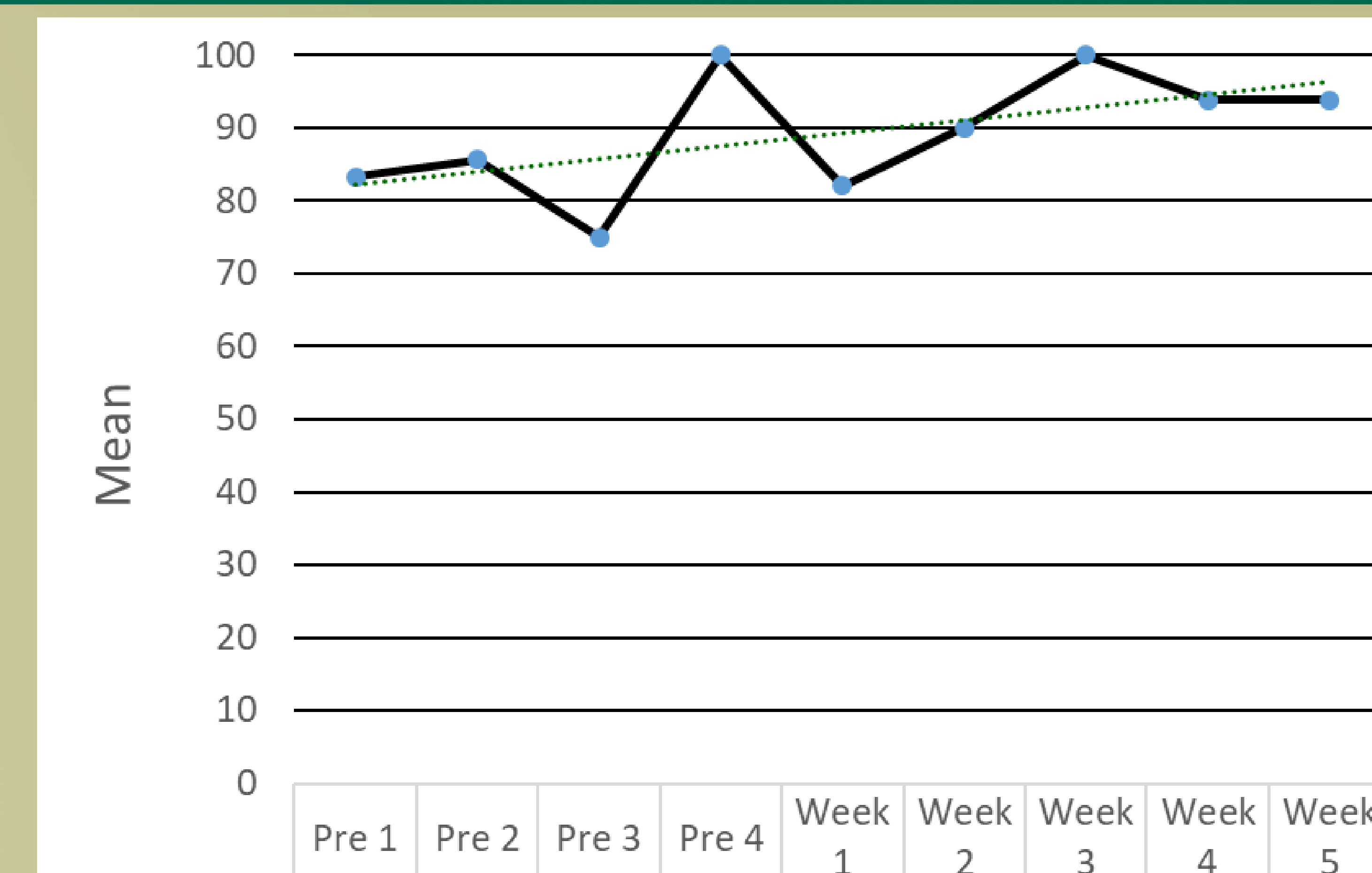


Figure 2: Promptness in responding to the call button

ACT

- Due to the improvement of our scores, MS5 implemented a full go-live at the end of 2018.
- Concerns or issues were discussed during daily huddles then addressed by the manager.
- Overall, the emphases of the unit were “we listen to your concerns or complaints”, “we want to help you”, and “we want to provide you with excellent care.”

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